

The Missouri Public Service Commission

Informed Consumers, Quality Utility Services, and a Dedicated Organization for Missourians in the 21st Century



WHEN TO CALL THE PSC

The Public Service Commission regulates rates and services of investor-owned electric, natural gas, steam, telephone, water and sewer utilities. If you have a problem with billing issues or the service quality provided by your utility company, contact the company and explain your problem. Make sure to provide all the facts necessary to support your complaint. If you do not hear from the utility within a reasonable time, or if you are not satisfied with the utility's action, you may contact the Missouri Public Service Commission. The Commission does not have authority to regulate the rates set

or service provided by municipal utilities or electric cooperatives. However, it does have jurisdiction regarding safety issues.

WHAT TYPES OF COMPLAINTS ARE HANDLED

PSC consumer service specialists handle more than 15,000 calls a year and saved Missouri consumers involved in utility-related problems more than \$400,000 last year.

Here are some examples of the types of problems PSC consumer services specialists can help you with:

- improper termination of your utility service
- incorrect or unauthorized charges on your utility bill
- problems with reading your meter
- customer deposits for utility services
- poor quality of service
- high bill complaints
- problems with delayed connection of service
- problems with back billing

HOW CAN YOU HELP?

Before your complaint can be investigated, the Consumer Services staff needs the following information:

- Your name, street address/or box number, city, county, and zip code
- The name of the utility and your account number
- The complete facts of your complaint
- The action the utility took on your complaint

The PSC staff will review your complaint and discuss the problem with you. Not every complaint can be resolved to the customer's satisfaction, but every effort is made to see that they are handled fairly. Most complaints are resolved in an informal manner through discussions involving the customer, the utility and the PSC staff. However, if these efforts are not satisfactory, the customer has the option to file a formal complaint.



Created in 1913, the Missouri Public Service Commission (PSC) regulates investor-owned telecommunications, water and sewer, natural gas, electric and steam utilities. The PSC works to ensure that Missouri citizens receive safe, reliable and reasonably priced utility services. If you have an inquiry, billing question or service-related problem that your utility provider cannot answer, please call the PSC at **1-800-392-4211** or visit our website at **www.psc.mo.gov**